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(71) Applicant: Bull HN Information Systems Inc.
Corporation Trust Center
1209 Orange Street
Wilmington
Delaware (US)

(72) Inventor: Gilbert, Jeremy H.
158 Concord Rd., Apt. G-5
Billerica, Mass. 01821 (US)
Inventor: Hout, David B.
92 Clark Street
Newton Massachusetts 02159 (US)
Inventor: Keohane, Michael P.
65 Oakland St.

Brighton, Mass. 02135 (US)

Inventor: Perlow, David K.

15 Mt. Lawny Lane

Merrimack,

New Hampshire 03054 (US)

Inventor: Peters, Daniel G.

18 Kern Dr.

Nashua,

New Hampshire 03060-4252 (US)

Inventor: Storch, Eric J.

M4 Snow Circle

Nashua,

New Hampshire 03062 (US)

(74) Representative: Altenburg, Udo, Dipl.-Phys. et al
Patent- und Rechtsanwälte
Bardehle . Pagenberg . Dost . Altenburg .
Frohwitter . Geissler & Partner
Galileiplatz 1
D-81679 München (DE)

(54) Method and apparatus for remote service of a host system.

(57) A remote service facility (RSF) unit is integrated into the operating system of the host system being supported. The RSF unit utilizes a standard generic menu interface system (GMIS) unit through which a user can enter different types of commands which results in the display of a number of menu sequences for configuring how the different independently controllable components of the RSF unit will operate in performing remote support functions. The components include a problem detection and reaction component, a system action component and a callback component, each of which operatively couple to the GMIS unit. The components are integrated in a predetermined manner so that collectively, they carry out remote support according to the way in which they were configured.

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